

ATTACHMENT I

TECHNICAL PROPOSAL INSTRUCTIONS

This Attachment contains detailed instructions for the completion of the Project Narrative (PN). PLEASE READ EACH SECTION OF THE PN INSTRUCTIONS CAREFULLY.

FORMAT

The format delineated herein must be followed or the PN package will not be approved.

The text of the PN must be double-spaced with one-inch margins at the top, bottom, right, and left sides. Pages must be numbered. Use the required section headings listed below.

The title, "PART I – PROJECT NARRATIVE", should be centered and the section headings and subheadings should be entered at the left-hand margin.

CONTENT

Content guidelines for the PN are discussed in the following five sections. The content must be concise and relevant. Avoid direct reiteration of statutory or regulatory requirements. The PN must provide a description of the proposed project.

SECTION 1 – STATE SENIOR EMPLOYMENT SERVICES COORDINATION PLAN (SSESCP)

Describe briefly how this PN supports the SSESCP. Describe the activities that will be implemented to support the strategic focuses outlined in the SSESCP.

SECTION 2 – TECHNICAL APPROACH

This section requires information about the operations of the proposed project and the methods and procedures that the project will use to implement them. This section must consist of two subsections. Each is discussed separately below.

- A. **Plan of Action:** Provide a description of each project function or activity. Projects must provide adequate descriptions for the reviewer to ascertain how the project will implement the Senior Community Service Employment Program (SCSEP). The following activities must be discussed separately:

- (1) **20 Code of Federal Regulation (CFR) 641.500 and 641.520, Recruitment and Selection of Participants:** The revised income definitions and income inclusions and exclusions for determining SCSEP eligibility, as described in the Training and Employment Guidance Letter (TEGL) 13-04, must be used to determine and document participant eligibility. Indicate how eligibility will be determined and documented. Indicate the methods and resources that will be used to recruit participants. In addition, projects must identify new strategies to recruit participants who meet the new income eligibility guidelines.
- (2) **20 CFR 641.505, Continued Eligibility for Enrollment in the SCSEP:** All projects are required to recertify the income of each participant at least once each program year. Indicate the schedule for certifying participants and action, if any, to be taken on behalf of those found to be ineligible. Indicate where eligibility records will be maintained. Self-certification of income eligibility, as described in TEGL 13-04, is not permitted.
- (3) **20 CFR 641.565(b)(ii)(A) and (B), Physical Examinations:** Describe the process for offering physicals to participants. Describe the process for maintaining documentation of those participants who elect to take physicals and those who choose to waive them.
- (4) **20 CFR 641.535(a)(1), Orientation:** Describe participant and host agency orientation procedures. The description should include participant and agency responsibilities, permissible political activities, grievance procedures, participant fringe benefits, the fact that sick leave and vacation will be zeroed out at the end of each program year, the leave of absence policy for participants, etc. List the fringe benefits offered to participants.
 - (a) Describe the leave of absence policy which must state that a leave of absence cannot exceed six months.
 - (b) Describe the process to zero out participant benefits at the end of each Fiscal Year (FY).
 - (c) Describe the time frame after the participant is enrolled that the “participant orientation” takes place.
 - (d) Describe the time frame after the selection of the host agency that the “host agency orientation” takes place.

If changes have been made in your operating manuals and procedures (including orientation materials provided to participants on policies) since the FY 2004-05 submission, provide a copy of the updated manual/materials as an attachment to the PN.

- (5) **20 CFR 641.535(a)(2), Assessment:** Describe procedures for assessing the job aptitudes, job readiness, and job preferences of participants, as well as their potential for transition into unsubsidized employment. Describe how training and supportive service needs of participants are addressed as part of this assessment. List the frequency of assessments and provide a copy of your assessment tool as an attachment to the PN.
- (6) **20 CFR 641.535(a)(3), Individual Employment Plan (IEP):** Describe the procedures used to develop a participant's IEP, how often the IEP is updated, how the participant will participate in this process, and submit a copy of your IEP tool as an attachment to the PN.
- (7) **20 CFR 641.535(a)(4), Assignment to Community Service:** Describe how participants will be assigned to community service. Include such factors as:
 - (a) Types of community service activities that will be emphasized in assigning participants and how they were chosen.
 - (b) Methods used to match the participant's training needs with their community service assignment.
 - (c) The process used to recruit and select host agencies for community service assignments. Identify the types of host agencies to be used.
 - (d) The number of participants that will be involved in the administration of the project and provide a copy of their assigned training descriptions as an attachment to the PN.
 - (e) Average number of hours in a participant's work week.
 - (f) Average participant wage paid during work training.
 - (g) Procedures for assuring participants are given adequate worksite supervision.
 - (h) Any rotation policies that limit the amount of time a participant may spend in a community service assignment.

- (8) **20 CFR 641.535(a)(5), Other Training:** Describe the training that will be provided to participants under Older Worker Bulletin 04-04 which includes the On-the-Job Experience (OJE) Training Option. Projects may apply for the OJE Training Option as part of the PN. The California Department of Aging must approve the OJE Training Option before the project may exercise this option.

Further, projects must specify how they will leverage other U. S. Department of Labor (DOL) training opportunities such as the Disability Program Navigators at local One-Stop Career Centers (OSCC) and the Registered Apprenticeship Program.

- (9) **20 CFR 641.535, Supportive Services:** Describe the supportive services that will be offered to help participants obtain and retain an unsubsidized job. Identify the source(s) of these services. Describe how the project collaborates with other Older Americans Act programs to provide support services.

- (10) **Participant Transportation:** Executive Order (EO) 13330, issued by the President on February 24, 2004, mandates that a number of federal agencies, including the DOL, collaborate to improve mobility, employment opportunities, and access to community services for persons who are transportation disadvantaged. The EO focuses on the provision of transportation access to persons with disabilities, older adults, and persons with low incomes. In view of this mandate, and in recognition of the fact that the development of the SSESCP is a collaborative process involving multiple partners, projects are now required to provide information on their efforts to identify solutions for transportation-related issues for SCSEP participants in their state, especially in rural areas.

(a) Describe how the project will work with the Area Agency on Aging (AAA) to cosponsor educational sessions to help older and disabled adults learn how to use public transportation through demonstration and instruction and expansion of transportation assistance (errand and escort) programs.

(b) Describe the arrangements that will be made to provide transportation assistance to participants. Define the reimbursement rate for transportation.

- (11) **20 CFR 641.545, Placement into Unsubsidized Employment:** Describe the steps that will be taken to move or place participants into unsubsidized employment. Include the cooperative measures that will be taken with the Workforce Investment Act OSCC delivery

system in support of this effort and who will be responsible for this implementation. These strategies should support the President's and DOL Employment and Training Administration's focus on high-growth industries, e.g., health care, information technology, biotechnology, geospatial technology, automotive, retail, advanced manufacturing, construction, transportation, hospitality, financial services and energy.

- (a) Projects must describe how they will work with local economic development agencies and employers in rural and other areas in their Planning and Service Area (PSA) to increase job opportunities.
- (b) Projects must identify the high-growth industries within their PSA and how they plan to work with economic development agencies and employers to determine how SCSEP participants can obtain the skills needed to address the labor shortages for industries in their PSA.

(12) **20 CFR 641.580, Terminations:** Projects must describe their termination policies for:

- 1. Disciplinary process for cause;
- 2. False information provided by the participant;
- 3. IEP-related termination;
- 4. Ineligibility due to income at the time of recertification; and
- 5. Incorrect initial eligibility determination by the project.

Provide a copy of the project's policies that outlines the procedures used regarding termination as an attachment to the PN.

(13) **20 CFR 641.910, Applicant, Employee, and Participant Complaint Resolution:** Describe the system of due process that will be used in cases where an adverse action is contemplated against a participant or in cases where an applicant for enrollment wishes to dispute an unfavorable determination of eligibility. Submit an example of the written explanation of the due process system that is given to each participant as an attachment to the PN, e.g., grievance, sexual harassment, etc.

(14) **Over-Enrollment:** Describe the situations in which participants will be utilized for over-enrollment and the anticipated number of participants that could be employed above the number of authorized positions. Describe how participants will be notified of their short-term status and how the short-term status of participants will be identified in participant records.

- (15) **20 CFR 641.844, Maintenance of Effort:** Describe steps that will be taken to ensure compliance with the Maintenance of Effort provision. Reminder: The goal of host agency assignment placement is to ensure that the participants' activities will either create new activities or will create new and/or expand existing community services. Participants may not perform work that is the same or substantially the same as that performed by any other person on layoff.
- (16) **Procedures for Payroll and Payment of Workers' Compensation Costs:** Provide an estimate of how much will be paid in workers' compensation **claims** for FY 2005-06.
- (17) **Collaboration:** Each project must describe how it will collaborate with other entities serving the same PSA, e.g., the National SCSEP Contractors, the OSCC delivery system, organizations to maximize opportunities for SCSEP participants to obtain intensive and training services to move into unsubsidized employment, etc. Identify the number of Local Workforce Investment Boards in the PSA; and list the number of executed Memorandums of Understanding (MOU). Describe how MOUs will be established in areas where they do not exist and the timeline for accomplishing such agreements.

- B. New Performance Standards and Reporting Requirements:** Describe plans for implementing the performance standards and reporting requirements for FY 2005-06, including the purchase of computer and Internet access for all local persons who have data entry responsibilities. Describe how existing staff resources will be augmented to meet the increased data collection and reporting needs.

NOTE: DOL intends to migrate the SCSEP Data Collection System (DCS) to the Internet during FY 2005-06. All DCS users will be required to transition to the Internet at that time. This migration will require a high-speed Internet connection for all DCS users. Non-DCS users will be required to capture the data required by the DCS and upload their data to the SCSEP Performance And Results Quarterly Progress Report System (SPARQ) on a schedule to be developed. Timely reporting of the required data by all projects is not optional. Failure to provide complete and accurate data by the established time limits each quarter is a violation of the terms of the California Department of Aging's contract and may result in administrative action. Any project that lacks the necessary hardware, Internet connections or personnel to meet their obligations should make corrections immediately. The PN must address how projects will

accomplish both the mechanics of data collection and reporting and the achievement of the performance goals.

- (1) **Data Collection and Reporting:** Describe the process used to ensure complete, accurate, and timely data collection and reporting. Specifically, each project must indicate:
- (a) How the project will use SCSEP grant money or matching funds to obtain any needed hardware or Internet connectivity.
 - (b) How the project will ensure that those capturing and recoding data are familiar with the latest instructions for data collection, including DOL advisors, such as TEGs, the Data Collection Handbook, Internet postings, etc.
 - (c) How AAAs contract with projects to provide SCSEP services will ensure that said projects will be legally obligated to turn over complete data files in the specified electronic format to the AAA at the time that the project ceases to administer the SCSEP Program.
 - (d) How a project that is a non-DCS user will ensure that data are uploaded to SPARQ in accordance with DOLs requirements.
- (2) **Performance Measures:** The Older Americans Act and the SCSEP regulations mandated performance measures. As a result, DOL has established for California and its projects the following FY 2005-06 performance goals:

FY 2005-06	
Performance Measures	DOL Established Goals
1. Unsubsidized Placement Rate	26%
2. Service Level	162%
3. Community Service Hours	Not established for FY 2005-06
4. Retention Rate	67%
5. Service To Most In Need	71%
6. Customer Satisfaction - Employer	87% Satisfaction 70% Return rate
Customer Satisfaction – Participant	85% Satisfaction 70% Return rate
Customer Satisfaction – Host Agency	84% Satisfaction 70% Return rate
7. Common Measures Earnings Gain 1	A percentage is not established, but the earnings must be

	collected pre-enrollment and post-enrollment.
8. Common Measures Earnings Gain 2	Not established for FY 2005-06
9. Common Measures Entered Employment Rate	Not established for FY 2005-06

- (a) Each project must revise their Service Unit Plan (SUP) in the Area Plan for FY 2005-09 to reflect the current performance goals for FY 2005-06 for each of the required performance measures.
- (b) Each project must include the revised SUP as an attachment to this PN.
- (c) Each project must include a Corrective Action Plan as part of this PN describing the actions that will be taken to achieve the FY 2005-06 performance goals if the project did not achieve the established performance goals for FY 2004-05.

SECTION 3 – PROGRAM ADMINISTRATION

- A. **Organizational Structure:** Describe the organizational structure of the project, including an explanation of the mission and function of each unit connected with the project. Provide an organizational chart, which identifies staff and participants assigned to administer the Program and the percent of time dedicated as an attachment to the PN.
- B. **20 CFR 641.861, Subproject Management:** Describe the Request for Proposal process used to select a local service provider to administer the SCSEP.
- C. **Training of Sub and Subproject Staff:** Describe the training that will be provided to increase the skills, knowledge, and abilities of project staff. Where applicable, include a description of the proposed staff training with dates, content, and potential participants.
- D. **Project Monitoring:** When an AAA contracts with a provider to administer SCSEP services, explain the methods and procedures used to monitor and evaluate the project's activities to determine whether the project is being administered in accordance with federal guidelines and regulations and whether project goals and timetables are being met. Respond to the following issues:
 - (1) Frequency of monitoring/evaluation visits to local projects;
 - (2) Person(s) responsible for monitoring and evaluation;

- (3) Criteria used to monitor and evaluate project activities;
- (4) Methods for prescribing remedial action when necessary;
- (5) Follow-up procedures to ensure that any identified problem has been remedied; and
- (6) Validation of sub-project reports.

E. Financial Monitoring: Describe how the financial management system will be monitored. The following issues should be addressed:

- (1) Person(s) responsible for monitoring project expenditures;
- (2) Frequency of monitoring project expenditures;
- (3) Follow-up procedures to be used; and
- (4) Validation of financial reports.

F. File Maintenance: Describe how files will be maintained for privacy. Also describe how files are set up, including whether they are electronic or hard copy files.

Projects must describe how personnel records will be protected to avoid identity theft and other violations of personal information. Specific steps should be outlined to assure that participant records are securely stored and access is limited to appropriate staff. Describe measures that will be taken to protect the electronic storage and retrieval of personnel information.

G. Audits: Provide dates, possible audit firms, and selection procedures for future audits. Provide specific references to the most recent audit. Include the name of the audit firm and the date and attach one copy of the most recent audit of the projects.

SECTION 4 – CONTINGENCY PLAN FOR PARTICIPANTS

Describe the process to transfer/transition active participants to a new project if a project loses all or several of their positions or should the project decide not to renew its contract. In this section, please address the following issues:

- (1) How and when the participants will be notified;
- (2) How records, if appropriate, will be turned over to the new grantee;

- (3) Efforts to place program participants into other employment and training opportunities;
- (4) Services that will be provided to ease the transition;
- (5) How final payroll payments will be made; and
- (6) The process to conduct a property inventory and plan to dispose or transfer all equipment purchased during the contract period.

By accepting this grant, the project agrees to carry out the transition plan should that be necessary.